

Office of Quality of Care

The Office of Quality of Care (QOC) within the Bureau of Quality and Integration (BQ&I) of ADHS/DBHS is responsible for ensuring the quality of both behavioral health and integrated acute care health treatment services for eligible members by providing close, interactive oversight and monitoring of contracted Regional Behavioral Health Authority (RBHA) and Tribal/Regional Behavioral Health Authority (T/RBHA) Quality Management activities.

The Office of QOC carries out these responsibilities by

- Ensuring individual and systemic quality of care
- Integrating quality throughout the organization
- Implementing process improvement through lessons learned as a result of the quality review processes
- Resolving, tracking and trending quality of care grievances
- Ensuring a credentialed provider network

Additionally, the Office of QOC ensures the delivery of quality in services by overseeing the monitoring of Incident, Accident and Death (IAD) reports, Seclusion and Restraint Reports, and provides a means for internal referrals for Quality of Care concerns to be reported.

The office develops and utilizes innovative data technology to provide a platform for change and improvement strategies for statewide Behavioral Health and Acute Integrated Care providers.